MyLibrarydv™
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FREQUENTLY ASKED QUESTIONS
LIBRARY PATRONS

What is MyLibraryDV?

MyLibraryDV is a unique video-on-demand service created by Recorded Books in partnership with your local library. You can access hundreds of hours of DVD-quality programming such as cooking, travel, health programs, classic movies and more! Best of all, it is brought to you by your library at no additional charge to you.

What is the first step to view MyLibraryDV?

To access and download MyLibraryDV:

- Visit your library's homepage
- Click on the MyLibraryDV logo
- Install the download manager (this is a one-time requirement that takes 2 to 4 minutes)
- Choose your program
- Follow the instructions to log on. The download manager remembers you even when you close the connection. You will not have to repeat this step as long as you do not sign out.

What software is required?

- A broadband Internet connection (DSL, cable, etc.)
- The most recent version of your browser (Firefox and Internet Explorer provide optimal results)
- Microsoft Windows 2000 with SP4 or Windows XP with SP2
- FlashPlayer 9 and Windows Media Player 9 or higher with the most recent security update
- 1 gigabyte of available hard-drive space
- 1 GHz processor or greater (supports simultaneous record/playback features)

MyLibraryDV's software will automatically detect and alert you of any necessary upgrades to access the service and will aid in their installation.

Can I use a Mac with the service?

MyLibraryDV will run on a Mac as long as Microsoft Windows XP and Windows Media Player 9 are installed although most Macs currently do not have the ability to install this software.

Why must the manager be installed?

The manager is necessary to securely download MyLibraryDV programs. After installing the manager the first time, use the desktop icon or the icon in the program listings to launch the MyLibraryDV player.

How can I browse through the different titles on the site?

You can browse through the programs on MyLibraryDV either from an alphabetical listing under each category in the Channel Guide on the left side of the screen or from the center screen which displays the title and an image from the video.

To look through titles under the Channel Guide, click on your desired category such as Travel or Food, and then on your topic of interest. Here you will find an alphabetical listing of the programs for easy browsing. If you wish to view more information about the program you can click on the title or the "I" button. Both take you to a program information window where you will find the program synopsis, additional information such as the download size and length of the video and a "Download" icon.

If you wish to browse from the image and title display in the center screen, clicking on an individual program will make the program information window appear as above.

"The Future of Libraries"

Brought to you by Recorded Books

How are programs downloaded?

Simply click the "Download" icon. The title will be added to your "My Downloads" play list and will begin to download immediately.

If the Internet connection is lost while downloading a program, simply reestablish the connection and the manager will resume the download from the point it was interrupted.

The MyLibraryDV application does not need to remain open during the period of the download. The download manager will automatically continue to download the content even when the main application is closed, as long as the Internet connection remains uninterrupted.

After programs have been downloaded, the MyLibraryDV Player accesses the content from the computer's hard drive whether or not there is a connection to the Internet.

How long does it take to download a program?

The amount of time it takes to download MyLibraryDV content depends on a combination of factors, such as the length of the program, the connection speed, and the hardware configuration of the individual computer.

Videos are automatically downloaded one at a time, although multiple programs may be selected. It is possible to change the order of the programs in the queue. Simply click on the title of the program to take priority—the default behavior for the manager is to download the last program selected.

How many programs can be checked out at one time?

You may have up to 10 downloaded programs at any given time as long as space on your computer's hard drive is available. Each program has a 7-day checkout period. The time remaining to watch the program is displayed next to the "Play" icon in your "MyDownloads" play list. No early returns are permitted.

How can the status of downloads be checked?

The progress of the download can be checked by dragging the cursor over the status bar in the "My Downloads" play list to display the percentage downloaded.

When and how can programs be viewed?

Because of MyLibraryDV's cutting-edge progressive download technology, content can be viewed either while the video is being downloaded or after it is complete.

Within a few minutes after the downloading begins, the "Play" button will appear. At this point, your program can be viewed while it continues to download. If you choose to view a program while the download progresses, be aware that varying connection speeds can cause momentary pauses in play called buffering. Buffering results when the viewed portion of the file "catches up" to the downloading file. Internet speeds are impacted by a number of variables, such as how many users are on a single trunk line or the age of your computer. If buffering occurs, a text message will appear below the picture, encouraging you to pause for several minutes to allow the program to download further. If buffering continues, your best viewing experience may only occur with completely downloaded programs.

If you choose to wait for the completed download, open the MyLibraryDV Player, go to your "My Downloads" play list and click on the "Play" button next to the title you wish to view.

Using a cable hook-up, programs may be viewed on a television or other monitor. **Please view the flash demo in the "Help" section for more information on this option**.

May downloaded programs be transferred to external devices?

MyLibraryDV works only on the hard drive to which the file was originally downloaded. Files cannot be transferred to an external device.

How is a video deleted that has been previously downloaded?

All programs are automatically deleted when the 7-day checkout period expires. If you choose to delete programs manually, open the Player and identify the title to be deleted in your "MyDownloads" play list. Click on the "Trashcan" icon to delete the program from both the Player and the associated computer hard drive. Deleted programs still count toward your 10 allowable downloads if they are within the 7-day check-out period.

If MyLibraryDV does not operate properly, what steps can I perform?

- Check to ensure that system time, time zone, and date are correct
- If the computer is running a personal firewall, allow bi-directional traffic from MyLibraryDV
- Disable pop-up blockers that inadvertently block MyLibraryDV
- Check internet connection